Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Annual Summary for FY 2013

Total Calls:	4122	Avg. Call Length:		2 r	2 min M Fem		44% 46%		
						Unknown	10%		
Day of Week:		Tim	e of Day:			Previous	Years Call	Totals	
Monday 15% Midnight - 8 a.m				11%		11011040			
Tuesday	15%	8 a.m Noon		25%					
Wednesday	14%	Noon - 4 p.m.		29%	FY	13	4122		
Thursday	16%	4 p.m 8 p.m.		22%	FY	FY12 5485			
Friday	16%	8 p.m Midnight		15%	''	12	3463		
-	Saturday 12%				FY	11	5969		
Sunday					10		6272		
Sunday 11% Topics:					FY	10		6272	
. op.oo.	198	5%	FY	09		6686			
	1099	26%	- FV	00		0.00	20		
Casino info/buffet, e Gambler's Anonymous ir			78	2%	FY	08		862	20
Information about line			61	1%	FY	07		7341	
	486	12%							
	0	0%	FY	06		6363			
Need local # for treatment center 36					FY	05	5453		
Other gambling related issue/? 3				1%			54.	33	
Request fo	1	0%	FY	04	4816				
Request for	d materials	20	0%		0.2	4005			
Tro	709	17%	FY	03	4895		_		
Trea	ry for other	270	6%		0	5000	10	0000	
Othe			1172	28%		U	3000	10	000
		TOTAL	4163	100%					
Outcomes:						Callers Rela	ationship to	Gambler:	
Instructed to contact casino			1125	27%			Child	59	
Provided gambling assistance/counseling			109	3%		Educator/0		17	
Referred to IDPH/Website			26	1%			Friend	22	
Referred to Iowa Lottery			479	11%			Husband	46	
Referred to national #/out of state source			330	8%			Other	42	
Referred to treatment provider			755	18%		Othe	er relative	55	
Request sent/referral to ISAIC			12	0%			Parent	57	
Supplied requested info			282	7%			Self	717	
Unable to assist			15	0%			Wife	742	
Oth			1088	26%			Unknown	275	
		TOTAL	4221	100%		Employer/	Coworker	16	
				Succe	eeful				
Referrals:	Whe	re Heard ab	out hotline	Δ					
ADDS of Sou	theast lowa	Referrals 143	19%	Conferer 105	73%	Willo	2-1-1	0	•
7,000 01 000	Pathways	79	10%	65	82%	ĺ	Billboards	19	
Problem Gambli		238	32%	200	84%	•	Casino	1449	
Community & Family		21	3%	18	86%		Family	7	
Family Services		53	7%	41	77%		Friends	12	
River Hills Recovery Center		39	5%	31	79%		Lottery	413	
Compass Pointe		24	3%	22	92%	N	ewspaper	0	
The state of the s		127	17%	106	83%		Radio	4	
Prairie Ridge Treatment Center		31	4%	22	71%		Other	30	
	TOTAL	755	100%	610	81%	Spous	e/Partner	4	
						,	TV	12	
Calls Identified by State:									
				h Dakota	30				
Minnesota				/isconsin	58				
Missouri	47 Unidentified out				39				
Nobracka	Nebraska 146								

TOTAL

Nebraska

146

469